

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE J	PAGE OF PAGES 1 of 8
2. AMENDMENT/MODIFICATION NO. A00019	3. EFFECTIVE DATE See Blk. 16C.	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY CODE	N00104	7. ADMINISTERED BY (If other than Item 6) CODE SAME AS BLOCK 6		N00104
NAVAL INVENTORY CONTROL POINT 5450 CARLISLE PIKE, P.O. BOX 2020 MECHANICSBURG, PA 17055-0788 SHAWN R. RUNK, (717) 605-4046 Shawn.R.Runk@icpmec.navy.mil				
8. NAME AND ADDRESS OF CONTRACTOR (No., street, country, State and ZIP Code) ELECTRONIC DATA SYSTEMS CORPORATION 13600 EDS DRIVE A6N-D48 HERNDON, VA 20171 ATTN: NMCI CONTRACTS			(%)	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
			X	10A. MODIFICATION OF CONTRACT/ORDER NO N00024-00-D-6000
				10B. DATED (SEE ITEM 11) 06 October 2000
CODE 1U305	FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods:
(a) By completing Items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

NOT APPLICABLE

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS.**IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

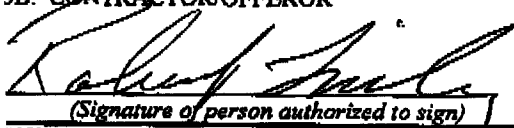

(%)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR CLAUSE 52.212-4 (c), CHANGES
	D. OTHER (Specify type of modification and authority)

3. IMPORTANT: Contractor is not, X is required to sign this document and return ELECTRONIC copies to the issuing office..

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

-SEE PAGE TWO-

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

5A. NAME AND TITLE OF SIGNER (Type or print) Robert Lindsey Contracts Mgr.		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) SHAWN R. RUNK	
5B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 7/18/03	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 7/18/03

N00024-00-D-6000

Modification A00019

Page 2 of 8

1. The contractor's technical proposal is accepted and hereby incorporated into this modification, issued to incorporate the following CLIN 0029 requirement into the contract: The period of performance for this task order will begin on July 17, 2003 and end September 30, 2007.

ITEM	SERVICE	Months	MONTHLY SERVICE PRICE	TOTAL AMOUNT
0029LB	Initial Build Out	0.5	183,112	183,112
0029LC	Network Design	2-5	366,225	1,464,900
0029LD	Engineering install of the SITC Legacy Network and the B1 DMZ extension	6	183,112	183,112
0029LE	Implementation	0.5	9,031	9,031
0029LF	Ongoing Operations and Management	7-51	18,062	812,790
	Total for the Implementation and Operation of the Network	.5 – 51		2,652,945
	Total Price Per Fiscal Year FY 03	2.5		\$915,562
	Total Price Per Fiscal Year FY 04	12		\$1,087,154
	Total Price Per Fiscal Year FY 05	12		\$216,744
	Total Price Per Fiscal Year FY 06	12		\$216,744
	Total Price Per Fiscal Year FY 07	12		\$216,744
0029LG	Optional – Operations and Management of 60 DIMHRS Legacy Servers	2-52	\$123,475.00	\$6,297,225.00
0029LH	Optional – Additional Server Connected through NMCI (High Bandwidth)	12	\$167.78	\$2013.36
0029LJ	Optional – Additional Server Connected through NMCI (High Bandwidth)	12	\$83.89	\$1006.68

N00024-00-D-6000

Modification A00019

Page 3 of 8

Executives Summary

SPAWAR Information Technology Center (SITC) has a requirement for Creation of a Development and Integration (D&I) environment for the DIMHRS D&I. This GFE network environment must support approximately 400 GFE workstations and 200 server connections. EDS will provide a two phased approach to the DIMHRS D&I Environment.

The scope of services required for EDS to support the DIMHRS D&I Environment include:

- **Network Design, Engineering, and Implementation** – EDS will work with the DIMHRS JPMO, NMCI PMO, and NETWARCOM to assure the technical solution complies with DoD and DoN security requirements.
- **Equipment Acquisition, Configuration, and Installation** – EDS is responsible for acquiring and installing the network components and desktops.
- **Network Connectivity for Servers** – EDS will provide network connectivity for the 100 DIMHRS JPMO Contractor provided servers.
- **Operations and Management of the Network and Legacy Servers** – If purchased by the Government, EDS will operate and manage the 60 existing DIMHRS servers. (This is an option to be purchased at a later date)
- **Desktop Support** – the EDS Team will provide desktop support for 400 NMCI seats.
- **Maintenance of Equipment** – If purchased by the Government, EDS will maintain the network and desktop equipment. Server maintenance for the 60 existing servers will be coordinated using the Government-provided maintenance agreements for all hardware and software. (This is an option to be purchased at a later date)
- **Program Management** – a dedicated EDS DIMHRS project team will be responsible for the engineering and implementation of the D&I Environment. This team will work with the JPMO and D&I contractor to define a Concept of Operations for the D&I Environment.

Deliverables

The following is a description of the deliverables.

CONCEPT OF OPERATIONS

A concept of operations for the office automation and development environments, including switching between developer and office automation roles and approval and installation of D&I developer software will be delivered.

IMPLEMENTATION PLAN

An implementation plan will be delivered within the first week after award of this Task Order. This document will be updated in accordance with feedback from the DIMHRS JPMO and NETWARCOM prior to the transition phase to the SITC Local B1 DMZ extension.

N00024-00-D-6000

Modification A00019

Page 4 of 8

DESIGN DOCUMENT

A detailed initial design document will be delivered within the first week after award of this Task Order. This document will be updated in accordance with feedback from the DIMHRS JPMO and NETWARCOM prior to the transition phase to the SITC Local B1 DMZ extension.

TEST PLAN AND TEST RESULTS

The DIMHRS D&I Environment is scheduled for implementation within 45 days of the date of Task Order award. This timeline is contingent upon the Government's completion of scheduled activities for which it is responsible. Prior to "go-live" a test plan will be documented with test cases to test the integration and operability of the network, servers, and desktops. The Government-selected DIMHRS representative will be given the opportunity to participate in the test. EDS will document the results of this review to include any potential outstanding issues in a Test Results Report.

PROGRAM MANAGEMENT PLAN

A detailed project schedule and an implementation plan will be provided within one week of Task Order award. A complete program management plan will be delivered in support of the "go live" date for the D&I Environment. This plan will be comprised of the following:

- Project Schedule,
- Change Management Plan,
- Configuration Management Plan,
- Problem Management Plan,
- Quality Assurance Plan, and
- Request Management Plan.

Actions items, risks, and issues will be tracked and managed during regularly scheduled status meetings with the Government.

IMPLEMENTATION OF D&I ENVIRONMENT

In working with the DIMHRS JPMO, SITC, and NETWARCOM, EDS will make a best effort for operational capability within 45 days of the date of Task order award. This timeline is contingent upon the Government's completion of scheduled activities for which it is responsible based on the assumptions documented in Section 7. The Government-selected DIMHRS representative will be given the opportunity to review the hardware and software configuration and test results. EDS will document the results of this review to include any potential outstanding issues in an Implementation Results Report.

MONTHLY PERFORMANCE REPORTING & AD HOC MEETING ATTENDANCE

A monthly performance report will be provided to the Government to document the availability and performance of the D&I Environment and to capture any issues that need DIMHRS Program Management visibility. EDS will provide project status or project updates, weekly, and attend ad hoc and/or standing meetings as requested.

CALL OUT ROSTER

A call out roster for after hours EDS contacts will be provided after full implementation is achieved. The call out roster will be updated quarterly at a minimum, or more frequently as situations dictate.

ESCALATION PROCEDURES

A set of escalation procedures will be provided to the Government after full implementation, which will be time-phased, at the level of severity, with the escalated level leader identified by name, title, and phone number during and after normal business hours. This document will be updated as needed, but no later than every quarter.

N00024-00-D-6000

Modification A00019

Page 5 of 8

FLOOR OPERATING PROCEDURES

A set of daily, weekly, and monthly floor procedures will be developed and provided to the Government after full implementation and updated as needed, but no later than every 6 months.

ACCEPTANCE CRITERIA

Upon submittal of deliverable reports, the Government will have five days in which to review the reports for acceptance. Failure to respond within the five-day period will be considered acceptance of that deliverable. The Government's requested revisions will represent corrections. Content additions and changes in the scope or delivery schedule shall be mutually agreed upon. If any of the changes cause a change in the price of this order, the ACO and EDS will negotiate a modification accordingly. EDS will connect the DIMHRS SITC Local LAN to the outside B2 router on the non-NMCI side to allow inward access from 400 NMCI seats. EDS has defined a backup CITRIX solution to handle any troublesome applications. Failure to pass the B2 boundary tests and/or the CITRIX performance tests will, at the Government's discretion, cause the move of all 400 DIMHRS seats to the non-NMCI network (the DSLR or possibly the legacy 205 network). EDS will continue to work through NMCI solutions which may include a Terminal Server for seat access to NMCI. The Government will test the network and workstations for correct functionality, performance and redundancy before final acceptance, in accordance with the mutually agreed upon test plan.

Technical and Management Approach

The Test Strategy and Backup Solutions Addendum to the Technical and Management Approach dated June 17, 2003

Incorporated by attachment #1.

FACILITY AND SITE

- EDS' proposal and related pricing assumes that the DIMHRS D&I Environment Servers and racks (GFE) are located in SITC Building 3, 5th Deck, New Orleans. The desktops will be in Building 2, Decks 1,2,3, and 4.
- All site preparation work must be completed by SITC prior to delivery and installation of equipment, as a Government provided activity.
- SITC-site access will be pre-arranged by the DIMHRS JPMO. The Government will provide dedicated workspace and office environment co-located within physical proximity to the DIMHRS D&I Environment for the EDS personnel assigned to this project, which will include at a minimum desk, chair, and phone service. In connection with these facilities, DIMHRS JPMO will provide EDS with the following:
 - Office space,
 - Access to network printers, copiers and fax machine,
 - Two dedicated phones in the immediate vicinity of the hardware.
- SITC will ensure that all the environmental requirements such as clean energy, dual power sources, back-up electricity (i.e., generators), HVAC, UPS, fire suppression, and appropriate structural requirements are met. Failure to provide any one of these

N00024-00-D-6000

Modification A00019

Page 6 of 8

components, which leads to an outage or downtime, will not be considered an EDS responsible SLA outage.

Service Levels Agreements

Service Level Agreements (SLAs) demonstrate the commitment EDS makes to enable the DIMHRS D&I Environment and to monitor the level and quality of service through a concise and comprehensive set of service levels which directly relate to DIMHRS' business objectives and which ultimately will measure mission performance.

Service Name: Local Area Network (LAN) Availability SLA: N1			
Service Description: EDS provided service to maintain operational capability on Non-NMCI DSSL network. Includes connectivity and bandwidth required to support DIMHRS Development and Implementation environment requirements. Includes connectivity and bandwidth required to support DIMHRS Development and Implementation environment requirements. (Must meet peak network loading requirements of users and replication . Does not include server and database maintenance and administration, i.e. hosting.)			
Applicable Service Delivery Points: Selected Government Application Servers			
Levels of Services: 1: Standard			
Performance Category 1: Availability of non-NMCI DSSL network			
Performance Measure Description: Availability of contracted EDS network bandwidth from local supporting backbone to connected application server. Reported by primary supported organization and by server.			
Who: EDS		Frequency: Measured continuously, summarized daily, and reported monthly.	
Where: At the network segment connecting application server to local supporting backbone.		How measured: Measured by combination of network management tools and help desk. Calculation is total time of network connectivity divided by total time. Computation will be based on DIMHRS core business hours of 0600 hours to 1800 hours, Monday through Friday, reflecting all EDS provided network services, and provided in monthly reports to the Government. Does not include pre-agreed scheduled outages or server hardware/software failure.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	0.997	0.997	0.997
Performance Category 2: Implementation Time			
Performance Measure Description: Implementation time is measured as time between user request (trouble ticket) and the implementation of connectivity between network backbone and Application Server. The indicated implementation times apply where circuits (media and components) have been physically installed.			
Who: EDS		Frequency: Measured on a per event basis And summarized & reported monthly.	
Where: Specified network backbone and Applications Servers		How measured: As time between user request (trouble ticket) and the implementation of connectivity, from customer service completion records.	

N00024-00-D-6000

Modification A00019

Page 7 of 8

	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	< 1 working days	< 1 working days	< 1 working days
Performance Category 3: MTTR Backbone to Server network segment Non-NMCI DSLL Network			
Performance Measure Description: Mean Time to Repair the network segment between local supporting backbone and the application server. Reported by primary supported organization and by server.			
Who: EDS		Frequency: Monitored continuously, summarized & reported monthly.	
Where: At the network segment connecting application server to local supporting backbone.		How measured: Measures mean time for repair from the time fault was documented on trouble ticket to the time it is fixed.	
	B Value)	Pre-Negotiation	Contract SLA
Level of Service (1)	< = 6 Hrs	< = 6 Hrs	< = 6 Hrs
Performance Category 4: Network Loading			
Performance Measure Description: Measures average network loading as a percentage of the available bandwidth from the server to the local supporting backbone.			
Who: EDS		Frequency: Monitored continuously, summarized hourly, and reported monthly.	
Where: At the network segment.		How measured: Network management software.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)		0.40	0.40
Penalties/Rewards:			
Performance Category 1: Availability	Monthly rate: \$18,502	Penalty: 15% monthly rate for operations and management services. <ul style="list-style-type: none"> Any availability less than the agreed on Threshold values for two consecutive business days: More than 3 violations in a quarter will force escalation procedures between the COR and the contractor.	
Performance Category 2: Implementation Time	Monthly rate: \$18,502	Penalty: 10% monthly rate for operations and management services.	
Performance Category 3: MTTR Backbone to Server network segment	Monthly rate: \$18,502	Penalty: 15% monthly rate Any MTTR less than the agreed on Threshold values for two consecutive business days: More than 3 major violations in a quarter will force escalation procedures between the COR and the	

N00024-00-D-8000

Modification A00019

Page 8 of 8

Performance Category 4: Network Loading	Monthly rate: \$18,502	contractor. Penalty: 10% monthly rate
SLA N1 shall apply from the period in which the Operations and Maintenance CLIN begins (month 6 of the period of performance) and will end once the network is transitioned to the B1 DMZ. At that point, the standard NMCI SLA's will apply and any penalties will be calculated using the NMCI SLIP process as outlined in section 6.15.1 of the NMCI Contract.		
<i>Penalty procedures ; Penalties will not be immediately imposed for any category performance threshold missed . At the conclusion of the month where the measured performance threshold is below the baseline, the contractor will have one month to present a problem mitigation plan to bring the service levels above the pre-negotiated threshold. Persistent or recurring problems will not be covered under the 30 day mitigation plan and penalties for recurring problems will be assessed for the following month of their occurrence. Additionally, performance categories 1&3 can't be imposed together in the same month. Moreover, a maximum of 25% per month can be imposed in all SLA categories for that month.</i>		
Escalation Procedures: If help desk response time for MTTR is 1 hour for a critical application, and 2 hours have passed, the DIMHRS Infrastructure Manager and EDS operations manager should be notified. This also includes situations where thresholds are violated on numerous occasions throughout the reporting period.		
Person Responsible for Verification: DIMHRS Infrastructure Manager. The person responsible for verification, or his designated representative, will have online access to the trouble tickets. That individual can do daily, weekly or monthly reports, at whatever level of abstraction is needed.		